

# Passenger Rules and Regulations

*Our clients are important to us. We will do everything possible to ensure our riders are treated with courtesy and respect and they reach their destination within 15 minutes of their scheduled arrival time.*

## Who is eligible?

All Miami County residents, regardless of age or ability.

## When can I ride?

- Monday – Friday      5:00 AM – 6:00 PM
- Saturday              8:00 AM – 2:00 PM
- Sunday                 CLOSED

## OBSERVED HOLIDAYS: (No Services)

The Miami County Public Transit will be closed for the following holidays:

NEW YEAR'S DAY  
INDEPENDENCE DAY  
THANKSGIVING DAY

MEMORIAL DAY  
LABOR DAY  
CHRISTMAS DAY

The Miami County Administration office is closed the following days in addition to the ones printed above:

MARTIN LUTHER KING DAY  
COLUMBUS DAY

PRESIDENT'S DAY  
VETERAN'S DAY

## What is the cost?

One-way trips within Miami County are \$4.00 Kids under the age of 7 ride free when accompanied by an adult. All passengers under the age of 14 must be accompanied by an adult. Please have your fare or pass ready before boarding. Please have exact change. Drivers cannot give you change. No passenger will be permitted to ride without the payment of the posted fare.

## Where can I go?

To schedule rides, please call 937-335-7433. You may schedule a trip to and from any location inside the boundaries of Miami County for a \$4.00 fare, one way. We require you to schedule rides 24 hours in advance. To have a better chance of getting the days or times needed, please schedule seven days in advance. Miami County Transit is also traveling two miles over the county line into Montgomery County in the Vandalia and Huber Heights area which is an **additional fee** of \$2.00, totaling \$6.00. This is **only available Monday-Friday and requires scheduling 24 hours in advance.**

We also offer farther **direct trips to Montgomery County locations** which include the following:

- Miami Valley Hospital
- Dayton Children's Hospital
- Dayton International Airport

**These one-way trips will cost \$26.00. Please schedule 7-9 days in advance. This is available Monday-Friday 8:00 AM - 3:00 PM.**

In addition, we offer a connecting service to **Shelby County**. The rider is responsible for scheduling trips with both transit systems and must be scheduled at least 48 hours in advance. Please call for more information, 937-335-7433.

Greenville Transit is offering a connector with us also. This is **only available every 3<sup>rd</sup> Tuesday of the month from 9AM-3PM**. 3PM will be the last available pick up time. The rider is responsible for scheduling trips with both transit systems and must be scheduled at least 48 hours in advance. Please call for more information, 937-335-7433.

Route 17 is a main line, from there, riders can access connections that will transport them anywhere that RTA travels. To ride the RTA bus, there is a daily max rate of \$3.00.

### **BUS PASSES AVAILABLE FOR PURCHASE:**

- A **one-week** pass, valid for ten rides is available for the price of \$ **30.00**. (\$3.00 per ride)
- A **two-week** pass, valid for twenty rides is available for the price of \$ **55.00**. (\$2.75 per ride)
- A **month** pass, valid for forty rides is available for the price of \$ **100.00**. (\$2.50 per ride)

Passes are available for purchase at the Miami County Transit office at 2036 N County Rd 25-A, Troy, OH 45373.

### **BUS PASS REGULATIONS:**

Passes can be purchased with **cash** only. **No checks or credit cards** will be accepted. Passes cannot be replaced if lost or stolen. No refunds are available. Passes will be laminated and dated on the front and are valid **ONLY FOR THE SPECIFIED DATE RANGE**. First Transit drivers will be responsible for checking the dates on the passes. Drivers will need to punch the pass each time it is used. Punches must be obtained.

Agencies are not eligible to purchase bus passes, **NO EXCEPTIONS**.

### **TOKENS AVAILABLE FOR PURCHASE (CORRECT CASH ONLY):**

Green tokens - \$4.00 ea. / Red tokens - \$2.00 ea.

### **How long will the trip take?**

The pickup and drop-off times may be up to 15 minutes earlier or later than your scheduled pickup time to accommodate other riders. Trips should be scheduled one hour prior to the desired time of arrival. Passenger's one-way trip duration shall not exceed 120 minutes.

## **What information do I need to provide as a first-time rider?**

Your name, home address, mailing address, phone number, emergency contact, date of birth and any special needs.

## **What information is needed to make a reservation?**

Your name, departure date/time, destination time, and location. Include any companions and whether or not you need a return trip. Do you have special needs: wheelchair, mobility device, walker, assistance to/from door etc.?

## **Will the driver provide assistance?**

Door-to-door boarding requests must be pre-approved by the manager of Miami County Transit. If you need assistance to/from door in order to board the bus, please fill out a door-to-door request form (available on the vehicle). Please remember to tell the scheduler that you will require assistance with boarding. Safety is our number one priority. During inclement weather, Miami County Transit reserves the right to deny door-to-door assistance requests, should there be a potential safety hazard to passenger or driver.

## **Changed appointments:**

If you need to change the time of your pick up every effort will be made to accommodate you. However, as rides are on a first come first serve basis, and 24-hour notice is required to schedule a ride, scheduling conflicts may cause a delay or denial in the change request.

## **Carry-on Items Policy:**

Carry-on items are permitted, provided that they do not exceed what you can comfortably carry in one trip themselves. Bags are available on all buses for \$1.00 each.

All MCPT passengers are permitted to carry personal items on the buses. In addition, all carry-on items must be secured in a tote or bag or other means of control. No loose items that may become a hazard in the event of a sudden stop, will be permitted. No open containers of drinks, food, or other liquids that can spill are permitted.

## **No Show/Cancellation Policy**

**On the occasion of the riders second no show, service will be suspended for seven days. A week will be added for every "2" No Shows in a 3-month period. (2 No Shows = 1 week, 4 No Shows = 2 weeks, 6 No Shows = 3 weeks, etc.)**

A no show is defined as:

- Passenger fails to call thirty minutes prior to the scheduled pick-up time to cancel
- The passenger does not call to cancel the trip
- The passenger is not available at the time of the scheduled pick-up
- The driver arrived either before, or at the scheduled pick up time, and has waited five minutes past the scheduled time. If the driver arrives past the scheduled pick up time, the driver will wait approximately two minutes before canceling the trip.

A cancellation is defined as:

- A passenger cancelling their transport ride more than thirty minutes before scheduled pick up time.

Exceptions will be at the discretion of the Transit Director only.

Exceptions may include but are not limited to the following:

- Admittance to hospital or emergency room by the passenger or immediate family (spouse, significant other, child, parent, sibling, or similar step-relationships)

- Life threatening illness of the passenger or immediate family, as defined above
- School delays/closings for the passenger or passenger's child
- Weather emergencies that cause cancellations, closing or severe delays at the passenger's destination
- Documented last-minute changes in the passenger's work schedule, due to the employer
- Documented last-minute changes in school schedules/class meetings or durations.
- Documented health issues
- Lateness or no-show of a disabled passenger's personal care attendant, resulting in delays to the passenger's normal preparation routine.

It shall be the responsibility of the passenger to notify staff of any no-shows meeting the above criteria, and to provide any documentation that may be required by staff. Such a waiver may be disallowed if a passenger demonstrates a flagrant pattern of abusing the process, as determined by the Miami County Transit Director.

Passengers shall be notified in writing of each no-show.

Passengers suspended from service, but who are appealing the suspension, shall continue to be eligible for service during the appeal process, unless there is a flagrant abuse of the service during this time, as determined by the Miami County Transit Director. The continued eligibility during an appeal does not apply if the passenger is appealing to an agency about the agency terminating its funding for trips.

**On the occasion of the riders second no show, service will be suspended for seven days.**

**Job and Family Service Riders' using the Medicaid or PRC Program will need to refer to a separate No Show Policy in agreeance with MCPT and MCDJFS. Please contact MCPT or MCDJFS for more information.**

## **Miami County Public Transit Fare Assistance Programs:**

*Please note this is a basic outline of programs, for detailed information, please call 440-5488*

### **BLUE CARD –ED/DISABLED RIDER CARD**

**Distributed by Miami County Transit - PROVIDES THE RIDER WITH \$2.00 RIDES**

#### **Based on age or disability**

- Anyone over 65 yrs. old.
- Anyone with a documented permanent disability.

#### **How to qualify: APPLICATION**

- Over 65; documentation of age must be provided. Acceptable documentation includes the following:
  - Drivers' license
  - State ID
  - Passport
  - Birth Certificate
- Disabled Clients; documentation of disability must be provided. Acceptable documentation includes the following:
  - Current social security award letter stating that benefits are received for the purpose of disability.
  - Note from physician stating that transit is needed for the purpose of assisting with a disability.
  - Documentation from veteran services showing disability.
  - Documentation of disabled/handicapped placard from BMV.

**WHITE CARD - TITLE XX**

**Distributed by Miami County Transit - RIDES ARE LIMITED TO 3 ROUND TRIPS OR 6 ONE WAY RIDES PER MONTH PER PERSON**

**Based on income**

- Anyone regardless of age is eligible to apply and qualification is based on income. Income level must be at or below 150% of Federal Poverty Guideline. JFS will provide criteria and MCPT determines eligibility.

**How to qualify: APPLICATION**

Acceptable documentation for proof of income includes the following:

- o Current Social Security benefits letter
- o Pay Stubs
- o Printouts from Job and Family Services if receiving that type of aid
- o Veterans Benefit statement
- o Pension Statement

We are unable to accept a bank statement as proof of income – can be used for proof of pension.

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**ORANGE CARD – PRC-  
TRANSPORTATION TO JOBS or CONTINUED EDUCATION IN MIAMI COUNTY**

Job and Family Services qualifies recipients and distributes cards. Please call JFS at 937-440-3471 for details on this card and qualifications. Transportation provided for any location within the county.

**YELLOW CARD - MEDICAID  
MEDICAL APPOINTMENTS ONLY**

Job and Family Services qualifies recipients and distributes cards. Please call JFS at 937-440-3471 for details on this card and qualifications. Transportation provided for any location within the county.

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Expired cards cannot be accepted for payment. If the driver knows, or is made aware of a special circumstance, the driver should attempt to obtain immediate approval from the Miami County Transit Director or his/her designee for permission for the passenger to ride.

**FRAUDULENT USE OF ANY TRANSIT CARD WILL RESULT IN THE CARD BEING REVOKED FOR THE REMAINDER OF THE YEAR IN WHICH THE CARD WAS ASSIGNED. IN ADDITION, YOU MAY BE RESPONSIBLE FOR THE COST OF ANY RIDES TAKEN OUTSIDE OF THE SCOPE OF THE PARTICULAR CARD CONTRACT.**

**ADDITIONAL REGULATIONS:**

- Seatbelts must be used at all times when available in the vehicles.
- We are NOT a medical transport service or emergency transport. If you have any questions regarding our service please call us at 937-440-5488.
- Children under the age of eight and beneath 4’9” tall must travel in a car seat provided by the parent or guardian.
- No eating, drinking, or smoking is permitted in Transit vehicles. No playing of any audio devices.
- Please allow senior citizens and persons with disabilities to have priority use of the seats designated for them.

- The vehicle interior lights can be turned on at the request of passengers unless they impede the safe operation of the vehicle.
- Appropriate attire must be worn at all times, including shirt and shoes.
- Miami County Public Transit ensures that no person shall be removed from a schedule once they are already on the schedule unless there is a safety concern, such as but not limited to inclement weather.
- Miami County Public Transit shall be curb-to-curb, and drivers will ensure that passengers with wheelchairs are secured.
- Cursing, swearing, disruptive behavior, or disrespectful behaviors are not acceptable on the vehicle or when speaking with MCPT staff. If the driver deems behavior harmful to other passengers, it may result in and including dismissal from the vehicle.

Disruptive behavior is defined below: If there is any question, please contact Miami County Public Transit for further clarification.

- *Threats or intimidation*
- *Comments or gestures of a sexual nature*
- *Foul Language*
- *Unwarranted physical contact*

If the driver deems that a passenger must be removed the following procedure will be implemented:

- The driver will call and notify dispatch of their intent to deal with a passenger situation.
  - The driver will request that the troublesome individual come to the front of the vehicle.
  - The driver will ask the person to stop the questionable behavior one time.
  - If the driver feels the person is a danger to themselves, or other passengers. The driver will request assistance from 911.
  - Even if the behavior ceases, the driver will ask that dispatch document the incident and staff at Miami County Public Transit is notified in writing.
  - If the behavior is repeated, service will be suspended for a period of one month. In extremely severe cases, Miami County Public Transit reserves the right to suspend for longer periods if necessary.
- No one will be transported if they are considered violent, abusive, or person under the influence of either alcohol or drugs.
  - The drivers shall transport only the passengers listed on the manifest, unless authorization is received from the Miami County Transportation Director or his/her designee. **This rule does not apply to passengers essential to the transportation function.** Passengers essential to the transportation function include rider aides that accompany them for medical reasons on their trip(s). Passenger aides **must be pre-approved** by the Transportation Director with **written notice from the doctor on prescription pad or office letterhead.** Upon approval, the aide is able to ride for free, otherwise, their fare would be \$4.00 one way for a trip within Miami County.
  - There shall be no limits or priorities on the trip purpose types for public transit trips.
  - While riding with us, or should the vehicle become involved in an accident, follow the instructions of the driver; he/she has been trained to handle these situations.
  - No pets are allowed to ride in Transit vehicles. Service animals are exempt from this rule. Under Department of Transportation (DOT) regulations Americans with Disabilities Act (ADA) regulations at 49 CFR Section 37.3, “service animal” is defined as “any guide dog, signal dog or other animal individually trained to work or perform tasks for an individual with a disability, including but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair or fetching

items". MCPT may ask if the animal is a service animal. Passengers must be in control of their service animal for the safety of the drivers and all riders on the bus. A service animal may not be excluded unless the animal is out of control and the animal's owner does not take effective action to control it or the animal poses a direct threat to the health or safety of others.

- No hazardous materials.
- Do not open windows without drivers' permission.
- Miami County Transit passengers are permitted to bring prescription medications with them when they travel. However, Miami County Public Transit drivers can in no way be responsible for these medications.
- Miami County Public Transit shall follow FTA and ODOT Charter US service regulations. Miami County Public Transit shall not provide charter services.

### **MCPT and Title VI compliance:**

All services, routes and accommodation on Miami County Public Transit (MCPT) are offered without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964. If you feel you have been discriminated against on the basis of race, color, or national origin by the services offered by MCPT, you have the right to submit a complaint to Miami County Public Transit's management by mail at the address below or online at [miamicountyohio.gov/transit](http://miamicountyohio.gov/transit).

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the MCPT may be utilized for resolution, at any stage of the process. The Title VI Coordinator will make every effort to pursue a resolution to the complaint. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint to the following address:

**Civil Rights Liaison  
Miami County Public Transit  
2306 N. County Road 25A  
Troy, OH 45373**

For more information about Title VI, please call MCPT at (937) 440-5488.

If you would like to view Miami County Transit's Title VI Program, please visit our office at the address above to obtain a copy or go online to [miamicountyohio.gov/transit](http://miamicountyohio.gov/transit). It explains how to formally file a complaint to us and/or the Federal Transit Administration.

You also can submit your complaint to the Federal Transit Administration at the following address;

**Regional Civil Rights Officer  
Federal Transit Administration  
200 West Adams Street, Suite 320  
Chicago, Illinois 60606  
Phone: (312) 353-3770  
Fax: (312) 886-0351**

## **MCPT and ADA Compliance:**

Miami County Public Transit operates all programs and services in accordance with the Americans with Disabilities Act (ADA). Any person who believes she or he has been discriminated against on the basis of a disability by the Miami County Public Transit may file an ADA complaint by completing and submitting the agency's Discrimination Complaint Form. The MCPT investigates complaints received no more than 180 days after the alleged incident. MCPT will process all fully completed and signed complaint forms.

Once the complaint form is received, the MCPT will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter within 30 days informing her/him whether the complaint will be investigated by our office. MCPT will provide a complainant a status letter every 30 days until the closure letter is issued.

MCPT has 45 days to investigate the complaint. If more information is needed to resolve the case, MCPT may contact the complainant. The complainant has 30 days from the date of the contact to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 days, MCPT will decide the case with the information already received in the complaint. A case can be closed if the complainant withdraws their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a ADA violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

### **To file a complaint:**

- Call our office at (937)440-5488.
- Come into the Transit Office at 2036 Co. Rd. 25A Troy, OH 45373 to file in person.
- Email us at [sabaker@miamicountyohio.gov](mailto:sabaker@miamicountyohio.gov)
- Our ADA Complaint Form can be emailed or mailed to the 2036 Co. Rd. 25A Troy, OH 45373.

You can go online and print off our complaint form at [miamicountyohio.gov/transit](http://miamicountyohio.gov/transit) or call 937-440-5488 and we will mail a form out to you.

If you need assistance filling out forms, reading forms or if it needs to be printed in another language, call us at (937)440-5488 and we will do our best to assist you with this process.

## **Policy complaints, input and comments from consumers and the general public:**

Consumers and the general public are encouraged to submit any concerns or complaints regarding Miami County Public Transit and its transit service and brokered services, in order that these services may be continually improved. Miami County Public Transit has a formal local process for soliciting and considering public input and comment on service and fare, including changes, planning, and complaints.



### **Process of filing a complaint:**

Consumers should provide names, addresses, phone numbers, fax numbers, e-mail addresses, and any other applicable contact information. Complaints will be taken and answered by either the Miami County Transportation Director or his/her designee. The Transportation Director reserves the right to request the passenger to submit the complaint in writing before responding.

### **Process of escalating complaints or appealing revoked service:**

If the complaint cannot be resolved, the Miami County Transportation Director will escalate it to the designated Miami County Commissioner. If this does not resolve the issue, all unresolved complaints will be submitted to ODOT, with supporting documentation from all applicable parties.

**Violations of these rules may result in restricted use of MCPT services, up to and including, loss of Transit services. A passenger in danger of losing service will receive a letter as a warning notice.**

### **Accessibility**

We address the unique needs and challenges of all individuals by facilitating accessibility, mobility, and community involvement through our programs and services. Our county transit office and vehicles have accessible features to make getting to your destination easy. We offer a demand-response service that will come directly to your home to pick you up. If proper documentation is in place, we will even assist you from your door out to the bus.

### **Reasonable Modification Request**

Miami County Public Transit makes every effort to ensure individuals with disabilities have access to, and benefits from all our services. In compliance with the Americans with Disabilities Act, and FTA requirements, we invite requests for reasonable modifications to customers with disabilities.

Reasonable modifications include changes, exceptions or adjustments to our rules, policies, practices, and procedures to provide everyone with the opportunity to use all MCPT services.

Reasonable Modification Requests can be made by contacting the County Transit Office at 937-440-5488 or by emailing us at [sabaker@miamicountyohio.gov](mailto:sabaker@miamicountyohio.gov).

### **Accessible Information**

Miami County's Public Transit offers a generous amount of accessible information for the public. For special requests, contact 937-440-5488, choose option 3 to speak with the Transit Office. Or email us at [sabaker@miamicountyohio.gov](mailto:sabaker@miamicountyohio.gov)

**If information is needed in another language, please contact MCPT at (937) 440-5488.**

### **Emergency Plans:**

Employees and passengers shall be informed of procedures to follow in the event of any emergency on a vehicle, including emergency evacuation drills. The public, passengers and employees shall be informed on transportation arrangements and changes resulting from inclement weather and other community or local emergencies. Miami County Public Transit shall announce the arrangements for inclement weather and other community or local emergencies on **WDTN (Channel 2), WHIO (Channel 7) or online at WHIO's website.**

## **Tornado Emergencies:**

*\*Miami County Public Transit drivers will follow the procedure outlined below to help ensure the passengers safety during a tornado. However, Miami County Public Transit cannot be held liable for any damage to property or injury/loss of life that may result from situations (such as weather) beyond their control.*

If a tornado warning is in effect and one or more contractor's vehicles are in operation (with or without passengers), but the contractor's drivers do not see a tornado, then the drivers will continue on the route as normal, but will immediately and calmly contact their dispatcher for further orders. The dispatcher may give different directions to different drivers depending on their locations in the County and local weather conditions. The dispatcher will either tell the drivers to continue on the route as normal (but with a close eye on the weather) or will tell the drivers to oversee (with the assistance of the attendant, if there is one) the safe and immediate exit of all on board and seek shelter in a ditch, under a bridge, in the basement of a nearby building or in the safest possible place given the situation. The passengers will be instructed to cover themselves as well as possible against flying debris. The drivers and attendants, as well as those passengers who are able, will assist in the rapid movement of passengers to cover, with special emphasis on helping those in wheelchairs, as well as the elderly and other disabled person. The drivers will take his/her radios and manifests, as well as the medical kit from the vehicle, and will do a passenger "head-count" before leaving the vehicle and after arriving at the site chosen for shelter. Afterwards, the drivers will contact dispatch for further directions and will contact 9-1-1, if necessary. It is important that the drivers and attendants, as well as the dispatcher, stay calm throughout the entire process, and be prepared to help deal with the fears of the passengers.

If a tornado warning is in effect and one or more contractors' vehicles are in operation (with or without passengers), and a contractor's driver actually does see a tornado, then the driver will quickly and safely stop the vehicle and will immediately and calmly contact the dispatcher. The driver will immediately oversee the safe and immediate exit of all on board and seek shelter in a ditch, under a bridge, in the basement of a nearby building or in the safest possible place given the situation. The passengers will be instructed to cover themselves as well as possible against flying debris. The driver will not attempt to "outrun" the tornado. The driver, as well as those passengers who are able, will assist in the rapid movement of passengers to cover, with special emphasis on helping those in wheelchairs, as well as the elderly and other disabled persons. The driver will take his/her radios and manifests, as well as the medical kit from the vehicle, and will do a passenger "head-count" before leaving the vehicle and after arriving at the site chosen for shelter. Afterwards, the driver will contact dispatch for further directions and will contact 9-1-1, if necessary. It is important that the driver, as well as the dispatcher, stay calm throughout the entire process, and be prepared to help deal with the fears of the passengers.

If there are personal injuries at any time during the emergency, the driver should contact 9-1-1 and the dispatcher. If a vehicle is damaged or destroyed during a tornado, then the driver will call dispatch and request an alternative vehicle to come pick up the passengers and employees.

After the passing of a tornado, there will likely be dangerous debris, downed power lines, disrupted gas lines, fallen trees, etc. The driver should lead the passengers away from such dangers, or stay in a secure spot until help arrives.

The driver should be aware that other tornados may follow the first. The dispatcher should be called for directions on how to proceed, and to determine if it is clear to emerge from shelter. If the driver is unable to reach dispatch, the driver should call 9-1-1 for further instruction.

Only in very rare circumstances should the driver send a passenger for help.

At this point, the county's emergency management procedures will be implemented

The driver should contact 9-1-1 to obtain information on temporary staging/shelter/rest/accommodation centers for passengers.

**All Miami County Public Transit Passengers, Miami County Public Transit, and any applicable third- party contractor, will strictly adhere to the policies outlined in this document.**